

# Compassionate Communication: Improving Patient Care through Nurse-Doctor Collaboration

Kristin Andreen, MD

Anna Bagby, MD

Jennifer Nolte, RN, BSN, CCCTM

Fort Collins Family  
Medicine Residency



AMERICAN ACADEMY OF  
FAMILY PHYSICIANS

## Learning Objectives

- Recreate a meaningful nurse shadow experience for residents.
- Evaluate the effectiveness of an inter-professional communication activity.
- Facilitate resident reflection on inter-professional communication and identify common themes.

AMERICAN ACADEMY OF FAMILY PHYSICIANS

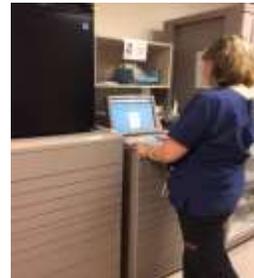
# The “Poof” Illusion

All orders are in  
and..... DONE!”



AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Versus reality



AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Versus Reality



AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Small Group Discussion #1

Discuss a personal experience, good or bad, of inter-professional communication in your workplace and what you learned.

5 minutes



AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Background Literature Review

- It was estimated 80% of serious medical errors involve miscommunication between caregivers during the transfer of patients.

Joint Commission Perspectives®, August 2012, Volume 32, Issue 8

- Improved nurse-physician collaboration was significantly related to decreased health-care associated infections.

Boev, Xia 2015

- Physicians' use of empathic messages are a significant predictor of nurse's satisfaction in multiple work contexts.

Wanzer, Wojtaszczyk, Kelly 2009

AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Background-Literature Review

“Face-to-face interprofessional communication between physicians and other health professionals...were both rare and terse. This disengagement may...interfere with efficient organisation of patient stays and discharges and demoralise non-physician staff.”

Zwarenstein et al. BMC Health Services Research

AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Participants

- 7 First Year Family Medicine Residents
- 2 Transitional Care RNs
- Attending Physician
- 7 Registered Nurses from Hospital Medical/Surgical Units



Fort Collins Family  
Medicine Residency

AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Resident-RN Shadow Schedule

**30 days prior:** Residents completed pre-survey

**2 Days prior:** Residents read "Half Wall" article

**Day of experience:**

**0700:** Resident agenda and guidelines reviewed by Transitional Care RN.

**0730:** Residents shadow bedside nurses on units.

**1045:** Guided Reflection facilitated by TCRNs and attending physician. (Post shadow reflections recorded.)

**1200:** Post shadow survey done by residents and nurses

AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Small Group Discussion #2

What innovation could you incorporate to create an experience like this at your program?

10 minutes



AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Guided Reflection Post Experience



AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Resident Reflections



“Humbling, how busy the nurses are, multi-tasking times a billion.”

“How difficult it is for the nurse to be the middleman and how it might be best to go see the patient myself.”

“How much responsibility for the patient they have; like making sure they ate, carry out wound care orders, and just that they are in charge of everything.”

AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Nurse Reflections



“I think it’s good to see each other’s job roles since both are busy and demanding.”

“The resident I worked with was very receptive to getting my opinion on ways to improve workflow, etc.”

“Appreciation of each other’s roles and respect of knowledge.”

AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Residents were asked the following questions:

- Discuss something new that you learned.
- Discuss something negative and positive.
- Think of a situation that you had with the RN and write down an emotion you had at the time. Reflect on the origin of that emotion and share with the group.

AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Small Group Discussion #3

What questions would you pose to facilitate resident reflection?

5 minutes



AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Evaluation



Qualitative

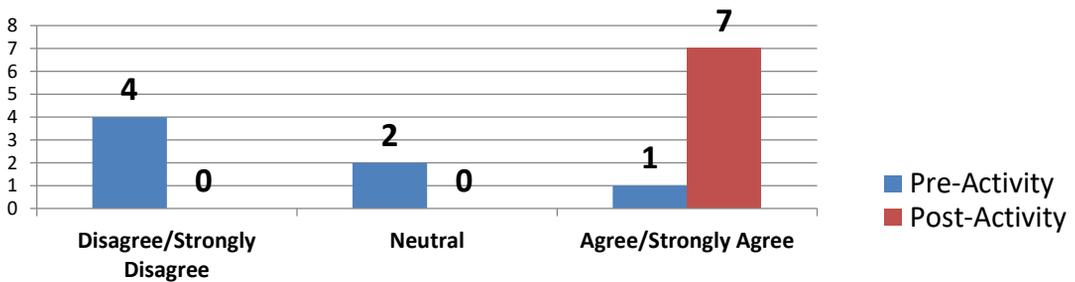
vs.



Quantative

AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Resident Survey Result



I understand the logistics of how a doctor's orders are carried out by the nurse on the hospital floors.

AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Nursing Survey Results

77% reported the experience helped residents see how orders were carried out.

50% felt more comfortable communicating with residents after the shadowing experience.

AMERICAN ACADEMY OF FAMILY PHYSICIANS

# Small Group Discussion #4

How would you evaluate an inter-professional shadow experience?

5 minutes



AMERICAN ACADEMY OF FAMILY PHYSICIANS

## Conclusion

- What innovation could you incorporate to create an experience like this at your program?
- What question would you pose to facilitate resident reflection?
- How would you evaluate an inter-professional shadow experience?

AMERICAN ACADEMY OF FAMILY PHYSICIANS

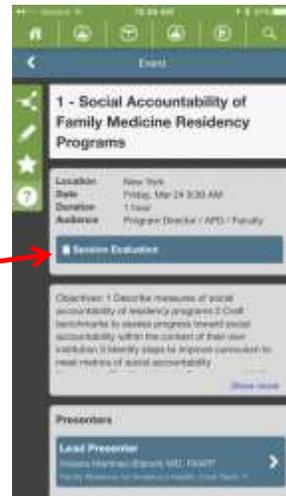
## Conclusion

- Residents are more knowledgeable about what goes into providing bedside nursing care.
- Residents gain insight into inter-disciplinary teamwork.
- Residents and RNs believe that improved communication leads to better patient care and less compassion fatigue.

AMERICAN ACADEMY OF FAMILY PHYSICIANS

Please  
complete the  
session evaluation.

Thank you.



## Fort Collins Family Medicine Residency



AMERICAN ACADEMY OF  
FAMILY PHYSICIANS

STRONG MEDICINE FOR AMERICA

Kristin Andreen, MD \* Anna Bagby, MD \* Jennifer Nolte, RN, BSN